



# THE PORTAL

VOLUME XXXVI The Journal of the Household Goods Forwarders Association of America, Inc. NOVEMBER/DECEMBER 2004

HHGFAA 42nd  
Annual Meeting  
Photo Album

2003–2004  
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VOLUME XXXVI

NOVEMBER/DECEMBER 2004

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**About our cover:** Attendees at HHGFAA's Annual Meeting in San Diego gathered for a poolside reception to kick off the event. This aerial photo was taken by Boris Populoh. Our Annual Meeting photo album begins on page 14.

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By Terry R. Head  
HHGFAA President

### We Keep Going, and Going, and Going!

Change is an inevitable part of the business world — and for that matter, in life. Companies and people must continually adapt to the world around them and the circumstances in which they find themselves. Thus is true of associations as well.

The Household Goods Forwarders Association is in some ways the same organization it was two or three decades ago. Then again, in other ways it's much different. Certainly we've grown larger in our overall constituency—we have many more members, a wider global presence, and a broader scope of operations. That assessment probably holds true as well for the forwarding and relocation industry as a whole.

The theme for our recent Annual Meeting was “Charting the Future —Navigating Modern Challenges,” which I find quite appropriate for the current times. Uncertainty about the stability of the global economy, the ongoing threat of increased terrorism, the impact of more stringent security measures, as well as the internal competitive aspects of our industry — all these factors make it very difficult for anyone to predict with any confidence what lies ahead for themselves, their company, or the industry.

What I believe is absolutely amazing about our industry and its resilience is that the overwhelming majority of people maintain a positive focus and outlook, which I find remarkable and refreshing. To me, being around that positive energy is one of the best reasons to attend our Annual Meeting.

Each year, when I and the HHGFAA staff have the opportunity to be face-to-face with the membership, we become re-energized and remotivated to continue working vigorously on your behalf. It reminds me of the television commercials we often see here in the United States for the Energizer Battery Bunny. As the ad says, “It keeps going and going and going.” Nothing seems to wear that battery down. And so it is with HHGFAA, the Association of which you as a valued member are an important part.

This issue of **The Portal**, which recaps the events of the Annual Meeting, presents an excellent opportunity to thank each of our members for your support and participation at this year's gathering. Second, I want to reiterate to you the commitment of the Association, the professional staff, the Executive Committee, and Associate Members Management Board to continue to serve and represent you and your interests.

You, the individual members, are the reason HHGFAA will keep going. And if we do our jobs correctly you will keep coming, and coming, and coming to future Annual Meetings. Thanks for joining us in San Diego this year. We'll look forward to doing it all again at next year's Annual Meeting here in Washington, D.C.

Industry gatherings just don't get any better than the HHGFAA's 2004 Annual Meeting in San Diego, California. Every year seems to draw a record attendance, and this year was no exception, with a record 1,744 HHGFAA members in attendance. (The previous record, 1,679, was for the Annual Meeting in Washington, DC in 1999.) Great friends and colleagues, an ideal setting, and a stimulating program converged once again to make this gathering the success you have come to expect, and the must-attend event of the year.

The 42nd Annual Meeting provided ample opportunity to network and to visit the 131 exhibit booths in the hall to see what's new and to generate new relationships and ideas. Each year, the post-Annual Meeting edition of **The Portal** includes a look back in photos at the highlights of the meeting. Our coverage begins on page 14.

This issue also contains a list of the newly elected Executive Committee members as well as the other committees who work on your behalf. It's a resource well worth holding on to all year round, for easy reference. That list begins on the next page.

## Have You Paid Your HHGFAA Dues?

HHGFAA membership continues to expand. The timely and accurate management of our membership data is essential as we prepare to publish our printed Annual Membership Directory, as well as the accuracy of our online directory. Invoices for the 2004–2005 dues were mailed in July and August, and all current association members are required to pay their membership dues invoices by December 31, 2004. **Associate members who have not paid their outstanding membership dues invoices by December 31, 2004, will not be included in the 2005–2006 HHGFAA Membership Directory.**

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# 42ND ANNUAL MEETING PHOTO ESSAY

## Sante Fe Charity Run/Walk

As a first-time event, Sante Fe Relocation Services sponsored and coordinated a 5K Charity Run/Walk for the benefit of Breast Cancer Research and Johns Hopkins Singapore. Over 70 HHGFAA members participated enjoying the beautiful scenery on the course route surrounding the marina and many took further enjoyment in the celebratory libations shared at Buster's Beach House following the event.

Santa Fe General Manager Rob Cormier said, "Santa Fe is very pleased with the first 5K Charity Walk/Run, as there were 80 participants and we raised over US\$4,000 toward the Johns Hopkins Singapore Research Fund." Santa Fe contributes US\$10 to this fund for every international, domestic or office move it conducts worldwide for both corporate and private clients. The company has contributed over US\$200,000 to the fund in less than two years.

The winners of this first event were as follows: *Men*—Rupert Morley, Sterling UK; Alan Gerard, Bolliger USA; Gerald Batayola, Santa Fe Hong Kong. *Women*—Sara Lyrum, Mobiltransport Denmark; Sophie Dillon, Move Management Australia; Marilyn Sargent, Aloha International Hawaii. *Largest Sponsor Award*—Janet Bowen, Crown Worldwide USA.

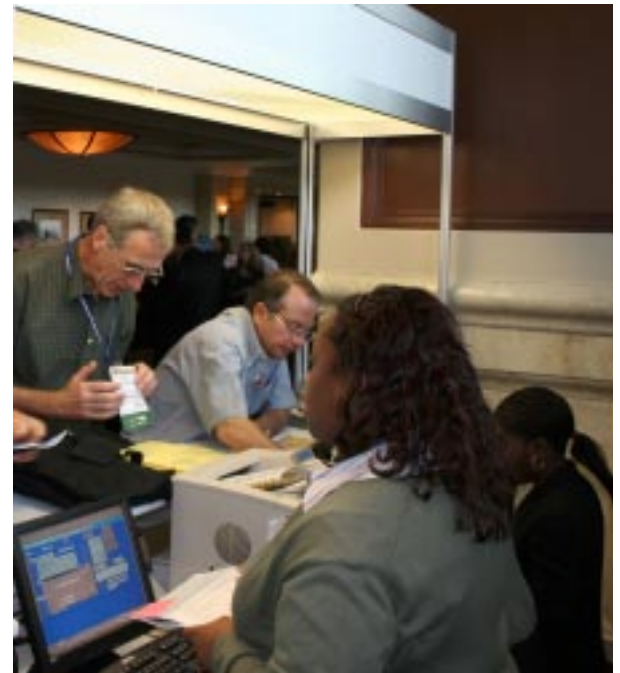
"We would like to thank all of those who participated in this charity event, making it a great success," said Cormier. The second event is scheduled to take place just prior to the HHGFAA Conference in Washington, D.C., in 2005. For more information, please contact [JHSCharityRun@santafe.com.hk](mailto:JHSCharityRun@santafe.com.hk) or [rcormier@santafe.com.hk](mailto:rcormier@santafe.com.hk).





## Registration

As in the past, meeting attendees and guests were eager to register and obtain their programs and name badges to kick off the 42 Annual Meeting. Over 1,300 people passed through the registration process in the first four hours.



## Board Meetings

While the exhibitors were moving into the exhibit hall and the rest of the membership were networking. The HHGFAA Executive Committee and Associate Members' Management Board met to be updated on programs and set the strategic direction for the Association over the next year.



## New Members' Reception

Over 100 new members attended a special reception held in their honor as new members and first-time attendees. The newest HHGFAA members were welcomed by members of the Executive Committee and Associate Members' Management Board.





## Opening Reception

Always eagerly awaited as the real kickoff event, the grand Opening Reception was held outdoors on the massive pool deck of the Manchester Grand Hyatt. Great food, great entertainment and good weather greeted the attendees as old friends reacquainted and new relationships were formed.







## Breakfast Buffets

Early risers were treated to a buffet-style breakfast each morning before the day's events commenced. It was a good opportunity to make new acquaintances and catch up with old friends.





## Exhibit and 'Network Central' Trade Show

HHGFAA Chairman Georgia Angell officially opened the trade show with a thank-you to all the sponsors and exhibitors. This year's exhibit hall quickly became the gathering point for attendees when they were not in meetings or workshops. The addition of free WIFI wireless Internet service was well received by exhibitors and attendees alike.



## Claims Workshop

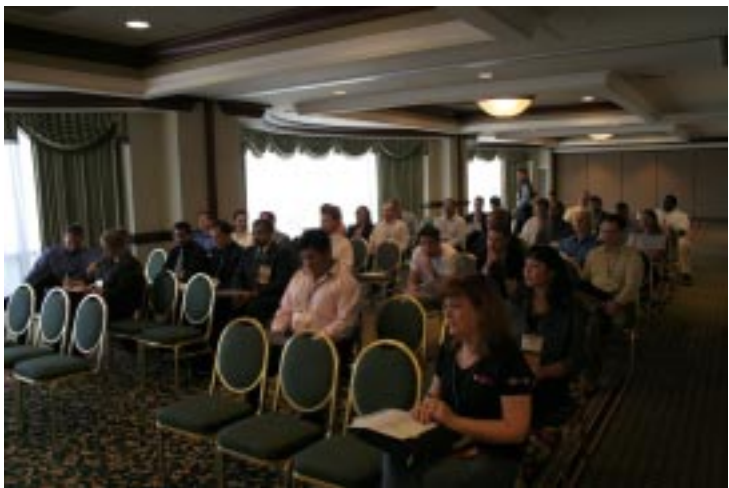
Jan Moore, Chair of the HHGFAA Claims Committee, moderated an excellent series of panel presentations provided by members of the Committee. There was a specific focus as well as a question-and-answer session on military claims and the claims process as envisioned for the future DoD Families First Program.





## Young Professionals (YP-35)

YP-35 Chairman Michael Gilbert led discussions by the YP-35 Management Board, and presided over a meeting of the YP-35 Membership. Among the items reviewed were planned actions and programs, including ongoing support for the HHGFAA Scholastic Assistance Program and the Alan F. Wohlstetter Scholarship Fund. For an update on the YP-35 elections and a list of contributors to the Fund, please turn to pages 15 and 64 of this issue.



# International Shippers Association (ISA)

The ISA, an adjunct organization to HHGFAA, also held its annual meeting and board meetings where members were introduced to the new ISA General Manager, Dennis Lordan. ISA members and interested parties heard updates from various members of the ISA Board, including ISA Chairman Mario Rizzo.



# Associate Members Meeting

Associate Members were reintroduced to and provided brief updates by the Associate Members' Management Board (AMMB). Don Collins, the outgoing Associate Members Representative, and Chuck White, the Associate Members Representative At-Large, presided over the meeting along with Georgia Angell. Meeting attendees also heard presentations by Boris Populoh, HHGFAA Director of Programs and Education, as well as HHGFAA President Terry Head.

Elections were conducted for the two Associate Member positions on the Executive Committee.



# Recognition Luncheon and Guest Speaker

The Luncheon was opened by a thought-provoking speech presented by Congressman Duncan Hunter (R-CA), who was introduced by Jim Wise of PaceCapstone, the Association's outside consulting firm for government affairs.

Georgia Angell, acting as Mistress of Ceremonies, recognized Don Collins, who was stepping down as the Associate Members Representative, as well as Heather Engel, who was finishing her term as the first elected vice chairman of the YP-35 group. Both individuals were acknowledged for their contributions to the growth and success of the Association.

Engel, the newly elected president of the Alan F. Wohlstetter Scholarship Board, acknowledged and thanked all contributors to date. As a surprise for the audience, Tom Voss of the Manchester Grand Hyatt presented a huge mock check, representing the hotel's generous \$10,000 donation to the Scholarship Fund.





# Military and Government Affairs Workshop/Panel

Randy Groger, HHGFAA Vice Chairman and head of the Government and Congressional Affairs Committee, moderated a panel of government experts that covered a wide range of issues and topics relating to US Government shipments and regulations.

Panelists included Cullen Hutchinson and Donna Jack of SDDC-HQ, Joseph Goetzke of US Army Claims, Scott Tiedt and Brian Kellhofer of GSA, Lt. Col. David Holt (USAF) of JPPSO-COS, and Luis Roque of US Department of State.

A special guest attending the Annual Meeting and Workshop was the new Commanding General of the Military Surface Deployment and Distribution Command, Brigadier General Charles Fletcher (US Army).



# Young Professionals (YP-35) Social Mixer

The under-35 crowd enjoyed an evening of food, fun and frolic at Buster's Beach House. The annual mixer once again proved you don't have to have a large amount of experience to know how to network and have a good time with your fellow HHGFAA members—it must just come naturally.



# General Membership Meeting

“Meeting Modern Challenges.” A new program event this year was a general meeting to include both Active and Associate members. Coinciding with the Annual Meeting’s overall theme, “Charting the Future — Navigating Modern Challenges,” presentations were provided by Georgia Angell on the DoD Families First Program. Gregory Shaw of George Washington University spoke on the subject of Risk Management and Security. And HHGFAA President Terry Head closed out the meeting with a personal perspective on what issues and challenges lie ahead for the industry and how HHGFAA is positioning itself to address those challenges for the benefit of the membership.



## Active Members' Meeting

The Active Members held their annual elections for Chairman, Vice Chairman, and Member at Large representatives to serve on the Executive Committee.

Also, members received updates and reports from the President, General Counsel and the chairs of the various standing committees. (**Editor's note:** See the listing beginning on page 9 for the results of the Associate and Active member elections, as well as those individuals serving on the various standing committees and governing the YP-35 group.)





## Closing Banquet and Entertainment

All good things must come to an end, and so it was with the Annual Meeting. However, meeting attendees still had energy on the last night to be wined, dined, and treated to some wonderful stage entertainment focusing on the "Rhythm of Life."

Following the banquet, revelers danced into the wee hours to a terrific band, all the while saying those last farewells to friends they hope to see again next year when we all will come back together again in Washington, DC.





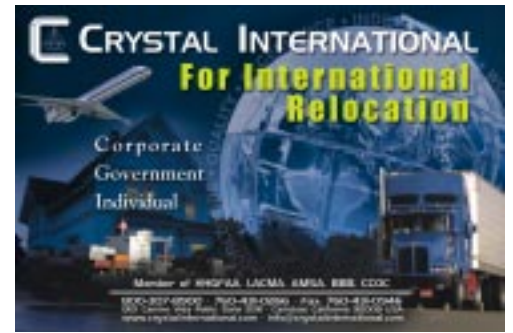


## Exhibit Hall: 'Network Central'

The exhibit hall—as always, a popular destination for attendees—drew hundreds of visitors eager to learn about the products and services of their colleagues and fellow HHGFAA members. The exhibit hall also proved an excellent environment for networking and renewing old friendships.



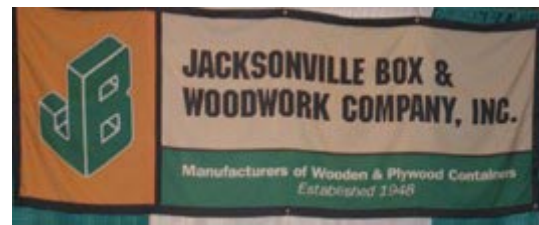












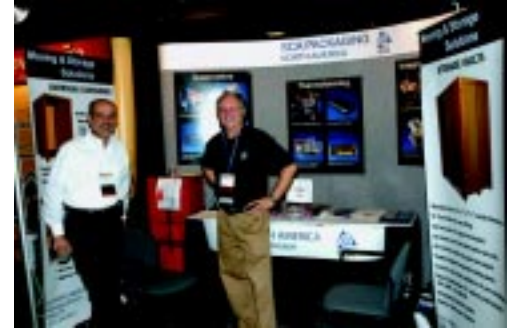
















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## Government Liable for EDI Damages

In a precedential decision issued by Judge Lawrence M. Baskir of the United States Court of Federal Claims, the Court held that the government was liable for damages incurred by some 116 carrier participants in the military personal property program who made their billings through electronic data interchange (EDI). Those damages resulted from GSA's wholesale demands for the production of duplicate documentation to support the EDI billings. The Court sided with the plaintiffs, who contended that the agreement between the parties contemplated that the GSA audit of EDI carrier billings would be made electronically through data to be inputted into TOPS by the Personal Property Shipping Offices (PPSOs).

The litigation was handled by the law firm of Denning & Wohlstetter, and HHGFAA Counsel Alan Wohlstetter advises that the matter has now been settled, agreement has been reached that the damages incurred amounted to \$1 million, payment has now been received, and the complaints have been dismissed.

It is hoped that the procedures to be put in place under Families First will electronically provide GSA with the data it requires for audit and that only if the procedure breaks down will hard-copy documents be required to be provided by carriers. HHGFAA is attempting to see that the business rules issued in the Families First procurement reflect this limitation.

## DoD Publishes Defense Acquisition Guidebook

Acting Under Secretary of Defense for Acquisition, Technology and Logistics Michael Wynne approved provisional release of the *Defense Acquisition Guidebook* in mid-October.

The new guidebook is designed to serve as a companion to the revised acquisition policy documents, DoD Directive 5000.1 and DoD Instruction 5000.2, released in May 2003. Those documents established the policy framework for translating mission needs into stable, affordable and well-managed programs.

Release of the guidebook fulfills the department's earlier commitment to design a transformed acquisition system and supporting policy that will foster efficiency, flexibility, creativity, and innovation. The guidebook is an interactive, Web-based capability designed to provide the acquisition workforce and their industry partners with an on-line instant reference to best business practice as well as supporting policy, statute, and lessons learned. Although the policy documents released last year explain what acquisition managers are required to do, the new guidebook complements those documents by proposing how.

Defense acquisition professionals will be able to use the reference to review discretionary best business practice and then tailor that practice to the particular needs of their program. The electronic guide moves the acquisition workforce further along the path of e-business. Workforce members also will be able to employ the guidebook to access the Defense Acquisition University's Acquisition Knowledge Sharing System and many of the university's other resources.

The Defense Acquisition Guidebook is now available on the Internet at <http://akss.dau.mil/DAG> .

## SDDC-HQ Relocation Tabled for Now

The planned relocation of SDDC-HQ to Ft Eustis, Va., which involved the move of the SDDC Passenger and Personal Property Division to Ft. Belvoir, Va., has been postponed. This makes it unlikely that the SDDC will relocate anytime before the middle of 2006 — if then.

This information will affect the decision, timing and location of any planned movement of the HHGFAA offices to an another location. More information in that regard will be shared with HHGFAA members as it becomes known.

Headquarters DA G3 has advised that the Army's intent is to delay the final decision for SDDC's relocation until BRAC 2005 decisions (base closings) are made, likely by September 2005. This process will preclude any relocation before the fourth quarter of fiscal year 2005.

## Port, Ship Security Compliance Improves

Port facilities and ships are approaching compliance with new International Maritime Organization (IMO) security measures developed to protect international shipping from terrorist threats, according to a recent article in *Inbound Logistics* magazine. These stricter anti-terrorism requirements are known as the International Shipping and Port Facility Security Code (ISPS).

Port Facility Security plans for 89.5% of more than 9,000 declared port facilities have been approved, the IMO said, citing information submitted by governments. That's up from 69% reported on July 1, 2004, the day the requirements went into effect.

Compliance progress has not been as rapid as hoped in some regional pockets, says the IMO. Statistics suggest that Africa is falling behind other continents in complying with the new regulations, with slightly more than half of the 30 applicable countries in Africa reporting approved port security measures.

Countries in the former Soviet Union and Eastern Europe have also been slow to implement the measures, according to the IMO.

## C-TPAT Partners Top 7,000

The number of signatories to the Customs-Trade Partnership Against Terrorism (C-TPAT) has passed the 7,000 mark, according to Customs and Border Protection. The agency reported that 7,017 importers, carriers, intermediaries and others in the supply chain have signed up to be participants in the 3-year-old voluntary program. Although more than 7,000 have agreed to join, 5,882 companies have sent in the required security profiles, and Customs has approved 4,075 of them and rejected 1,062; 406 companies have withdrawn from the program.



## What Every Air Traveler Must Know Now

By Terry Tripller

With airlines trying to conserve every dime, the “friendly skies” aren’t as friendly anymore. But if you know your rights, you can save money, avoid headaches, and get more out of traveling. Here’s what you need to know.

- When you’re involuntarily bumped from a flight, federal law requires the airline to compensate you if your new flight is delayed an hour or more.

If it is scheduled to arrive 1 to 2 hours past your original arrival time (or between 1 and 4 hours for an international flight), you are entitled to receive a refund of your ticket price and a maximum cash payment of \$200, as determined by US Department of Transportation guidelines.

If you are scheduled to arrive more than 2 hours late (or more than 4 hours late for an international flight) or if the airline is unable to find you another flight, you are entitled to a refund plus an additional \$400 in cash.

The airline might encourage you to accept a voucher toward a future flight instead of cash. Voucher values must equal the amounts listed above, but they typically exceed them.

If you’re interested in a voucher, negotiate for a better deal with the agent at the gate. If you’re entitled to \$400, try to get \$1,000. Whether or not you get a greater amount generally will depend on the mood of the gate agent.

- When you volunteer to be bumped from a flight, the airline is free to offer any deal it wants. Once again, you have leverage — airline personnel don’t want to kick passengers off flights.

Before you accept a voucher, read the terms: expiration date, blackout dates, and whether it can be transferred. The fewer restrictions, the better, but these generally can’t be negotiated.

- If your flight is delayed until the next day, your rights depend on the cause:
  - If the airline was at fault — in the case of mechanical problems or late connecting flights — you have a good chance of getting the airline to pay for a hotel room nearby. The airline is under no obligation to do so, but it’s good for public relations. The airline will provide a voucher to pay for the room and generally a meal.
  - If the delay was caused by weather, terrorism, a fuel shortage or a labor dispute, you are not entitled to compensation.

- If the flight is cancelled, the airline will find another flight for you. If the flight is the next day, the airline may pay for your accommodations for the night, but it is under no obligation to do so.

- If an airline loses your luggage, the maximum reimbursement is \$2,500 per passenger. Airlines rarely pay the highest amount unless you can present receipts totaling that amount. You probably will have to file a claim under your homeowner’s or renter’s insurance to recoup the balance of the loss if it exceeds your deductible.

If you need to transport something valuable or very important, ship it.

Most missing bags are recovered within 48 hours. While you’re waiting for your luggage, ask the airline for cash to buy necessities. If you’re lucky, you might get \$150, but \$50 to \$100 is more common. What you receive typically depends on the mood of the airline employee. You aren’t entitled to anything if you have flown into your hometown.

For more helpful information on traveling, access <http://airconsumer.ost.dot.gov>. Click on “Travel Tips & Publications,” then “Fly Rights.”

—SOURCE: *Bottom Line Personal*

# Business Travelers Want Airline-Failure Backup Plan

By Kent Hoover

An organization representing business travelers has asked the federal government to develop a contingency plan in case two or more major airlines go out of business.

The Business Travel Coalition ([btcweb.biz/index.html](http://btcweb.biz/index.html)) asked Congress to authorize the National Academy of Sciences Transportation Research Board to quickly develop policy options for consideration if a “catastrophic failure” occurs in the airline industry.

Suggested options include lifting restrictions on foreign ownership of airlines or reducing taxes on airlines. The coalition does not want to see a massive government bailout or re-regulation of airlines.

Since Oct. 31, about 50% of airline traffic has been operating under bankruptcy court protection, according to the coalition. That could increase by 70% by mid 2005. US Airways and United Airlines are already in bankruptcy, and Delta Air Lines could file for Chapter 11 soon.

If more than one airline is forced to liquidate, businesses that must travel to serve customers would suffer, said the coalition. So would the travel and hospitality industry, along with many local economies.

*SOURCE: Washington Business Journal*

## Corporate Travel on Upswing

Corporate travel will continue to revive worldwide in 2005, with modest price hikes anticipated, according to the American Express Global Business Travel Forecast. While increases will vary by market, American Express predicts an overall 0 to 3% rise in economy and short-haul airfares, and a 2 to 5% rise in international business fares. Hotel rates for mid- and upper-class properties are expected to increase by 1 to 3%. Competition from low-fare carriers plays a significant role in keeping next year’s airline price hikes modest, despite increasing traffic. In Europe, for example, domestic, short-haul economy fares could dip by as much as 3% and will increase no more than 1%, according to the report.

## DOT Formally Awards UPS, FedEx, Polar New China Flights

The Department of Transportation recently formally announced Polar Air Cargo as a new entrant in the US-China market, and said FedEx Corp., UPS Inc. and Northwest Airlines would gain additional flights.

“These additional routes will help feed the appetite of the growing US economy by providing new avenues for trade with China,” said DOT Assistant Secretary for Aviation and International Affairs Karan Bhatia.

UPS Inc. and FedEx Corp. each were awarded an additional 12 weekly flights and Northwest an additional six. Polar Air Cargo was given its first nine weekly flights.

Overall, the nations agreed to allow 195 new weekly flights over 6 years for the carriers of each country — 111 by all-cargo carriers and 84 by passenger airlines.

*—SOURCE: Transport Topics*

## Amendment Funds Blast-Proof Cargo Holds

The Senate has amended the intelligence bill, which creates a new director of central intelligence to coordinate the country’s 15 intelligence agencies, to give Transportation Security Administration officials authority to check passenger manifests for suspected terrorists. Provisions in the bill also would require airlines, with federal funding, to equip cargo holds with blast-proof technology and direct the US Department of Homeland Security to develop a strategy for transportation security.

“This is a great opportunity for all of us to improve all of our security, whether it be aviation, port, rail, bus, or other areas of vulnerability,” said Sen. John McCain (R-AZ), sponsor of the amendments.

Legislation was drafted in the House and Senate to implement most of the recommendations of the commission that investigated the Sept. 11, 2001, attacks on the World Trade Center in New York.

*SOURCE: Business Travel News*

## Get the Most Out of Your Elite Status

Take long air trips to build up points and get the most out of your elite airline status. Message boards such as **[www.flyertalk.com](http://www.flyertalk.com)** post trips that can be flown for 2 cents per mile, but that are worth more in perks for elite fliers. Last-minute weekend deals also can boost mileage. To add still more miles, hunt for bonuses through credit card and hotel promotions, and stick with one airline so that the miles you earn have maximum impact.

*SOURCE: InsideFlyer*

## For Emergencies in Europe

*The Wall Street Journal* reminds you that Europe's emergency phone number is 112. Emergency service operators at call centers usually speak English, French, and German. For non-emergencies, travelers should call local police, ambulance services and fire departments.



# Young Professionals

"Leadership Through Innovation"

## YP-35 Announces Election Results

### 2004–2006 Officers Begin New Terms

The election of officers for the 2004–2006 term was held via online voting before the Annual Meeting. The complete list of YP-35 Management Board members as well as the board of the Alan F. Wohlstetter Scholarship Fund are shown on pages 15 and 16 of this issue.

### Many, Many Thanks

On behalf of the YP-35 board and the staff at HHGFAA we would like to honor Heather Engel for being our first Vice Chairperson of YP-35 and offer our sincere thanks for all the hard work and time Heather put into the organization.

As Heather steps down as Vice Chairperson of YP-35 she moves on to her newly elected position as the President of the Alan F. Wohlstetter Scholarship Fund. (A current list of contributors to the Fund is shown on the next page.)

We wish Heather much success in her new role! If you have any questions regarding the scholarship fund, please contact Heather at [heather@truenorthrelocation.com](mailto:heather@truenorthrelocation.com).

### Y? YP-35!

A big hello from Ruby, your new YP-35 Vice Chair. I hope you enjoyed the HHGFAA Annual Meeting in San Diego as much as I did. I thought the hotel and the HHGFAA organization did a first-class job and it was probably the best one that I have attended.

YP-35 is a group within the HHGFAA for Young Professionals 35 years of age and younger. Our networking group is growing and currently stands at 179 members in 51 countries, as members continue to engage in business relationships and the sharing of new ideas.

I hope that as vice chair I can be a positive influence to the group, and I look forward to serving you over the next two years. If you have any news, suggestions or comments for this page please e-mail me at [ruby@euro-america.net](mailto:ruby@euro-america.net).

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**Membership Only US\$100.00**

**Access [www.YP-35.org](http://www.YP-35.org)  
for more information.**

### PLEASE NOTE:

It is up to YP-35 members to maintain current data on the Website. Please take a moment to log in and verify your information. Make sure that your birth date is listed! If you have difficulty accessing the Website, e-mail [Ruby@euroamerica.net](mailto:Ruby@euroamerica.net).



# ALAN F. WOHLSTETTER SCHOLARSHIP UPDATE

The Alan F. Wohlstetter Scholarship Fund is the cornerstone for the HHGFAA Scholastic Assistance Program, which is aimed at promoting and supporting individuals engaged in higher education involved in the areas of transportation and logistics. At last the Scholarship program is in place. (The Board members of the AFWSF are listed on page 16 of this issue.)

Donations (by major annual giving levels) to the Alan F. Wohlstetter Scholarship Fund received to date are as follows:

## **Platinum (\$5,000 or more)**

Household Goods Forwarders Association of America, Inc.  
Joyce Wohlstetter  
\*Manchester Grand Hyatt Hotel, San Diego

## **Gold (\$2,500–\$4,999)**

\*Deseret Forwarding International, Inc.  
Tri-Star Freight Systems

## **Silver (\$1,000–\$2,499)**

Abba International Inc.  
Axis International  
Covan International Inc.  
\*Evergreen Forwarding, Inc.  
Gosselin World Wide Moving NV  
Hayden-Boettcher & Co.  
Jet Forwarding Inc.  
\*National Van Lines, Inc.  
Orca Moving Systems  
Pac Global Insurance Brokerage, Inc.  
\*The Pasha Group

## **Bronze (\$500–\$999)**

American Red Ball International  
\*American Vanpac Carriers Inc.  
Great American Forwarders  
\*Terry R. Head  
Phoenix Transport Services  
The Day Companies  
True North Relocation

## **In Kind or Other**

S & E Transportation

\*Denotes contributions made since the list published in the previous issue of *The Portal*.

Join this prestigious list of contributors by sending your contribution TODAY! For more information on how to donate, please go to [www.hhgfaa.org](http://www.hhgfaa.org) or [www.yip-35.org](http://www.yip-35.org). Make checks payable to **Alan F. Wohlstetter Scholarship Fund**.

## **Alan F. Wohlstetter Scholarship Fund**

2320 Mill Road, Suite 102 • Alexandria, VA 22314 • 703/684-3780 • Fax 703/684-3784

## Health Insurance Premiums on the Rise

Employer-sponsored health insurance premiums increased an average of 11.2% in 2004, the fourth consecutive year of double-digit growth, according to the 2004 Annual Employer Health Benefits Survey (<http://ga1.org/ct/-pqdTR41hpDW/>) the Kaiser Family Foundation and Health Research and Educational Trust (HRET). Premiums for employer-sponsored health insurance rose at about five times the rate of inflation (2.3%) and workers' earnings (2.2%). In 2004, premiums averaged \$9,950 annually for family coverage (\$829 per month) and \$3,695 (\$308 per month) for single coverage, revealed the survey. Since 2001, premiums for family coverage have risen a shocking 59%, while workers' wages have grown only 12%. The survey also found that the percentage of workers receiving health coverage from their employers in 2004 is 61%, with at least 5 million fewer jobs providing health insurance in 2004 than 2001.

## Veterans Have Entrepreneurial Spirit, Study Shows

American veterans have a strong entrepreneurial spirit, according to a study released by the Small Business Administration's Office of Advocacy. The study, Entrepreneurship and Business Ownership In the Veteran Population, shows that 22% of veterans are either purchasing or starting a new business, or considering purchasing or starting one.

The Veterans Entrepreneurship and Small Business Development Act of 1999 called for this study. It required the SBA's Office of Advocacy to develop information on programs designed to assist small businesses owned and controlled by veterans and service-disabled veterans.

The study's findings include:

- More than one-third of both "new veteran-entrepreneurs" and current veteran business-owners had gained skills from their active duty service that were directly relevant to business ownership.
- Prior business ownership and employment experience had a positive impact on an even higher percentage of both "new veteran-entrepreneurs" and current veteran business-owners than did military experience.
- A focus on addressing the challenges of home-based business ownership and Internet use in veteran-owned businesses would be useful.

Website: [www.sba.gov/advo](http://www.sba.gov/advo).

## Census Bureau Releases 2002 Findings

The US Census Bureau recently released its 2002 Economic Census Preliminary Industry Report for the Support Activities for the Transportation and Warehousing Industries.

The agency says that companies can use the data in a variety of ways, such as gauging the competition, calculating market share, selecting sites for facilities, designing sales territories and setting sales quotas, enhancing business opportunity presentations to lenders, and evaluating new business opportunities.

The data are broken down by geographical areas as follows:

- The United States as a whole
- States and the District of Columbia
- Metropolitan and micropolitan statistical areas, including core-based statistical areas (CBSA), metropolitan divisions, and combined statistical areas.

To access Census Bureau reports online, visit <http://www.census.gov/econ/census02/guide/INDSUMM.html>.

# Congress Fails to Save Critical Small Business Access to Loans

With the adoption of H.R. 4818, the Consolidated Appropriations Act, which funds the operations for the federal government for FY05, Congress terminated funds for the largest and most successful small business lending initiative — the 7(a) loan program, which provides 30% of all long-term lending. Rep. Nydia M. Velázquez, Ranking Democrat on the House Small Business Committee, chastised the Bush administration and Congressional Republicans for once again failing to support the largest source of long-term lending for small businesses.

As a result of this latest action, small businesses and their local lenders will be forced to pay the full cost of the program. For a loan of \$700,000 this would raise the fees by approximately \$3,000. Velázquez stated, “These higher costs, which are nothing more than a new tax, will put small business loans out of reach for many of our nation’s entrepreneurs.”

This move culminates a 4-year attack on government lending programs by the Bush administration and Congressional Republicans, including eliminating funding, implementing a series of caps, imposing burdensome restrictions, and shutting down the program in its entirety. Velázquez charged that “these moves clearly show that Republicans simply don’t believe these programs should operate as public-private partnerships. If the Bush administration continues down this road, our government’s historical commitment to small business will be eliminated altogether.”

This move is a stark contrast compared to House action earlier this year, when a bipartisan group of lawmakers, including 87 Republicans, voted to restore funding for the program. Velázquez said, “It is disappointing that so many of my Republican colleagues, such as the Chairman of the Small Business Committee, who pledged their support for the 7(a) program, when given the chance to stand up and do the right thing, chose partisanship over this nation’s small businesses.”

With the uncertain state of the economy, small businesses remain the primary catalyst for creating new jobs and generating growth in our local communities. However, these latest developments serve to only hinder small firms’ ability to play a prominent role in the economic recovery.

Velázquez stated, “It is very unfortunate that as the 108th Congress comes to a close, not only will it go down as the least productive, but also as the one responsible for turning its back on small business lending. This is clearly a growing pattern of failure by the Bush administration and Republicans in Congress to support America’s entrepreneurs.”

## Trucking Industry Faces Driver Shortage

A shortage of US truck drivers threatens to disrupt freight shipments this holiday season, and experts predict that small businesses will be hit especially hard.

The industry could use 80,000 new drivers right away, says one analyst, and the shortfall could grow to at least 200,000 if the economy continues to expand over the next few years.

Record demand for trucking services exacerbates the problem. Truckers will move 9.8 billion tons of freight this year, up from 9.1 billion in 2003. The volume of shipments hit historic highs during the summer and is forecast to rise by an additional 5% in the fourth quarter.

And yet, carriers aren't expanding their fleets, largely because they don't have enough drivers to fill their open positions — let alone any new ones they create. Employee turnover of 100% or more is common in the industry. Many blame the lifestyle: hours spent in traffic and weeks spent away from home. On average, truckers make \$43,000 a year.

Already the capacity shortage has driven rates up between 3% and 8%, and that comes on top of fuel surcharges. Because there are so many shippers going after the carriers, carriers won't do any favors for one- or two-time loads. They will turn away business.

Firms like just-in-time manufacturers should lock up capacity guarantees now.



## When Criminals 'Go Phishing,' Don't Take the Bait

**Phishing** (fish'ing) (n.) — *The act of sending an e-mail to a user falsely claiming to be an established legitimate enterprise in an attempt to scam the user into surrendering private information that will be used for identity theft.*

Internet scammers casting about for people's financial information have a new way to lure unsuspecting victims: They go "phishing." Phishing is a high-tech scam that uses spam or pop-up messages to deceive you into disclosing your credit card numbers, bank account information, Social Security number, passwords, or other sensitive information.

According to the Federal Trade Commission (FTC), phishers send an email or pop-up message that claims to be from a business or organization that you deal with — for example, your Internet service provider (ISP), bank, online payment service, or even a government agency. The message usually says that you need to "update" or "validate" your account information. It might threaten some dire consequence if you don't respond (such as that your account will be canceled). The message directs you to a Web site that looks just like a legitimate organization's site, but it isn't. The purpose of the bogus site? To trick you into divulging your personal information so the operators can steal your identity and run up bills or commit crimes in your name.

The FTC, the nation's consumer protection agency, suggests these tips to help you avoid getting hooked by a phishing scam: If you get an e-mail or pop-up message that asks for personal or financial information, do not reply or click on the link in the message. Legitimate companies don't ask for this information via e-mail. If you are concerned about your account, contact the organization in the e-mail using a telephone number you know to be genuine, or open a new Internet browser session and type in the company's correct Web address. In any case, don't cut and paste the link in the message. Don't e-mail personal or financial information. E-mail is not a secure method of transmitting personal information.

If you initiate a transaction and want to provide your personal or financial information through an organization's Web site, look for indicators that the site is secure, like a lock icon on the browser's status bar or a URL for a Web site that begins "https:" (the "s" stands for "secure"). Unfortunately, no indicator is foolproof; some phishers have forged security icons.

Review credit card and bank account statements as soon as you receive them to determine whether there are any unauthorized charges. If your statement is late by more than a couple of days, call your credit card company or bank to confirm your billing address and account balances. Use anti-virus software and keep it up to date.

Some phishing emails contain software that can harm your computer or track your activities on the Internet without your knowledge. Anti-virus software and a firewall can protect you from inadvertently accepting such unwanted files. Anti-virus software scans incoming communications for troublesome files. Look for anti-virus software that recognizes current viruses as well as older ones; that can effectively reverse the damage; and that updates automatically.

A firewall helps make you invisible on the Internet and blocks all communications from unauthorized sources. It's especially important to run a firewall if you have a broadband connection.

Finally, your operating system (like Windows or Linux) may offer free software "patches" to close holes in the system that hackers or phishers could exploit. Be cautious about opening any attachment or downloading any files from e-mails you receive, regardless of who sent them. Report suspicious activity to the FTC. If you get spam that is phishing for information, forward it to [spam@uce.gov](mailto:spam@uce.gov). If you believe you've been scammed, file your complaint at [www.ftc.gov](http://www.ftc.gov), and then visit the FTC's Identity Theft Web site at [www.consumer.gov/idtheft](http://www.consumer.gov/idtheft) to learn how to minimize your risk of damage from ID theft. Visit [www.ftc.gov/spam](http://www.ftc.gov/spam) to learn other ways to avoid e-mail scams and deal with deceptive spam.

The FTC works for the consumer to prevent fraudulent, deceptive and unfair business practices in the marketplace and to provide information to help consumers spot, stop, and avoid them. To file a complaint or to get free information on consumer issues, visit [www.ftc.gov](http://www.ftc.gov) or call toll-free, 1-877-FTC-HELP (1-877-382-4357); TTY: 1-866-653-4261. The FTC enters Internet, telemarketing, identity theft, and other fraud-related complaints into Consumer Sentinel, a secure, online database available to hundreds of civil and criminal law enforcement agencies in the United States and abroad.

# You Can Stop Those Annoying E-mails

By Jason Catlett

Unsolicited e-mail, or “spam,” represents about 65% of all e-mail. The average computer user spends 25 hours a year deleting it.

Who is doing this? Spammers usually are individuals who send out millions of advertisements a day, swamping Internet service providers (ISPs). About 7% of the spam sent results in sales.

Spammers usually work on commission, getting, for example, \$50 for each mortgage lead or \$85 for each cellphone sale.

**How they find you.** Legitimate e-mail marketers send e-mails to their customers or rent lists of e-mail addresses. They also allow you to opt out of receiving their mail.

Illegitimate marketers don't adhere to the opt-out rule. They try to prevent anyone from recognizing and blocking their messages. They do this by constantly changing the false return addresses they use and the subject lines on their e-mails.

Some even use software programs to steal e-mail addresses from legitimate chat rooms and newsgroups. Others legitimately buy address lists from websites that collect addresses from visitors.

## Spam defenses

**Use two e-mail addresses if you receive a lot of spam.** Give your primary e-mail address only to business colleagues, friends and family members. Use the second address for chatting and shopping online and visiting Websites that don't have privacy policies. Change this e-mail address when it attracts too much spam. Free e-mail addresses are available from such sites as **www.yahoo.com** and **www.hotmail.com**.

**Be careful when signing up for freebies** or entering online (or offline) contests that require personal information. These contests often exist only to collect and sell e-mail addresses. Your chances of winning are minuscule.

**Decline any requests from your ISP** to list your e-mail address in a member directory.

**Use a mailbox filter.** Most e-mail applications and services let you block specific e-mail addresses as well as particular words or phrases in the subject line or body of the text, such as “free money” or “X-rated.”

In Microsoft Outlook Express, for example, click on “Tools,” then “Message Rules,” then “Mail.” Then you can create rules for the words and addresses that you want blocked.

**Buy antispam software.** It is more sophisticated than the free tools in your e-mail application. Favorite: McAfee Internet Security Suite 6.0 (\$69.99), available at **www.mcafee.com**.

**Complain.** Forward fraudulent and deceitful spam to the Federal Trade Commission at **uce@ftc.gov**.

## What the government is doing

A federal law to regulate spam went into effect on Jan. 1. It is now illegal for anyone to send unsolicited commercial e-mail using a false return address or misleading subject line, collect addresses off Websites, or fail to use a mechanism that allows recipients to opt out of getting future mailings. The penalties include fines up to \$11,000 and jail time.

At the end of August, Attorney General John Ashcroft announced that federal and state law-enforcement agencies had arrested or charged dozens of people with crimes linked to junk e-mail, identity theft, and other online scams. It remains to be seen whether these and related actions will make much difference.

*Jason Catlett, PhD, is president of Junkbusters Corp, a privacy advocacy group that fights spam. Website: **www.junkbusters.com***

## E-Notes

**Small-Business Success:** Harvard Business School offers a guide to online resources on venture capital, product development, demographic trends, specific industries and more. Visit this website: **library.hbs.edu/guides**.

## WI-FI-FREESPOTS — GO ONLINE (ALMOST) ANYWHERE

**<http://www.wififreespot.com>**

There are increasing numbers of restaurants, hotels, and other locations that offer free wireless access, so you can fire up your laptop computer and surf the Net, check e-mail, download files — and anything else you want to do online. To find out if there's a free wireless connection near you, go to Wi-Fi- FreeSpots (**<http://www.wififreespot.com>**). This site has a constantly updated listing of places in the United States and the world that offer free wireless high speed Internet access. There are hotels, doughnut shops, restaurants, airports, RV parks and campgrounds, and hundreds of other venues. The Interesting FAQs page is worth reading, too, because it gives you useful tips and information about Wi-Fi access. Scroll to the bottom of the page for the international listing.



## Coming Up in the Next Issue of The Portal ...

**The January/February 2005 issue of THE PORTAL will focus on “Career Development.”**

HHGFAA members all around the world will benefit from your experiences and opinions with respect to this important topic. Do you have experiences you'd like to share regarding what it takes to climb the ladder in this industry?

Articles that will be included address subjects such as

- Compensation, salary, and raises
- Working with difficult people and keeping workplace bullies in line
- How being a team player can actually hurt your chances to succeed
- How to interview for a new job without hurting your prospects of getting hired
- How to find the job and career that's right for you: Six steps to a great new job in 60 days
- What Donald Trump can teach you about selling
- Why micromangement isn't necessarily such a bad thing
- How to build great relationships
- Tactics of great mentors
- Tips to help you make a great first impression
- An efficiency expert's tricks to getting organized
- How to grow your network and avoid networking burnout
- How to get the recognition you deserve

We welcome your submission, which need not be long or even in article format. Photos relating to the article you send are also welcome. They may be prints or in digital format (preferably high-resolution .JPG on a CD-ROM — not e-mailed). **Send your submission by January 20, 2005**, to

Bel Carrington  
Household Goods Forwarders Association of America, Inc.  
2320 Mill Road, Suite 102  
Alexandria, VA 22314

Or e-mail your text submission to [bel.carrington@hhgfaa.org](mailto:bel.carrington@hhgfaa.org)

**NOTE:** All articles are subject to editing for clarity, length, and syntax.

# THE PORTAL

The Most Widely Read Journal of the  
Household Goods Industry

## More Containers, Bigger Ships

This is a good time to be in ocean shipping. Demand is up, capacity is tight, and virtually every carrier is making money. A new report from Drewry Shipping Consultants in London predicts the boom will continue at least through next year.

The report predicts another year of double-digit growth in container volume and moderately higher freight rates, led by the growth in shipments from China. Drewry's assessment is supported by carrier and shipper executives who see 2005 as largely a repeat of 2004 in terms of trade volumes and capacity constraints. Importers of toys, for example, anticipate another strong year in 2005.

However, as Los Angeles–Long Beach, the largest US gateway for Asian cargo, struggles through its fourth month of delays caused by rail constraints and labor shortages, shippers are asking whether the ports and intermodal transportation industry can handle another year of double-digit growth in the trade with Asia. Some are not worried about getting the cargo out of China, but are concerned about getting it into the United States.

The Drewry report projects that the global container trade, which will surpass 100 million TEUs for the first time this year, will increase by 12.5% in 2005. Trade growth will be especially strong in the major east–west trade lines connecting Europe and North America with Asia.

Drewry says exports from China will continue to drive growth in containerized cargo, and that the global container trade will increase 11% this year, while the effective increase in global vessel capacity will be only 9.2%. Drewry projects a 12.5% increase in global container volume next year and an 11.2% increase in effective capacity.

Container ships have been operating at 75 to 85% of capacity as expanding cargo volumes keep pace with rising vessel capacity.

Moreover, the projected flood of 5,000- to 8,000-TEU ships into the trans-Pacific next year could strain the capacity of West Coast ports and intermodal railroads to accommodate the increased traffic. The congestion that has plagued Los Angeles–Long Beach since June is projected to continue through November, and possibly until the Chinese New Year next winter, when factories in Asia close for a week-long celebration.

—SOURCE: Bill Mongelluzzo,  
writing in *TrafficWorld*

## EU Favors End to Collective Rate-Setting

European Union competition regulators said container shipping lines should no longer be allowed to collectively set rates and artificially limit cargo capacity. The landmark decision could end the liner conference system, according to *The Journal of Commerce*.

Mario Monti, the EU's competition commissioner, said it is time to consider repealing liner shipping's exemption from European competition laws. He said shipping companies' exemption from those laws "must be re-examined, bearing in mind its impact on the competitiveness of European industry and for exporting companies in particular."

The European Commission argues in a white paper that the conditions to justify the exemption no longer exist. EU governments granted liner conferences a conditional antitrust exemption in 1986, accepting the industry's argument that it benefits shippers by providing stable rates and reliable service.

But shippers have successfully challenged the carriers' interpretation. The European Liner Affairs Association, representing 24 container carriers, said in September that it was willing to accept an end to collective rate-setting, but proposed that liner conferences be replaced by trade associations that would collect data for carriers' decision-making.



## New Charges at Congested Ports

It will cost shippers more to wait in the lengthy lines at Southern California's congested ports.

The Trans-Atlantic Conference Agreement, the shipping conference that includes seven of the world's largest liner companies, authorized a "congestion surcharge" effective Nov. 15 for water shipments moving through the ports of Los Angeles and Long Beach.

The charges will add \$200 per container for 20-foot containers and \$400 per box for 40- to 45-foot containers.

Those containers have been stacking up at the docks and waiting at sea as container ships line up for docking at ports that have become emblems of the growing logjams at American freight transit points. At one point in early September, officials said some 80 container ships were offshore waiting for spots to unload at Los Angeles and Long Beach, and a shortage of workers and equipment was adding a week to transit time at the docks.

The congestion has caused "vessel delays and other cost intensive challenges which carriers, working with their customers, have attempted to overcome," TACA said in a statement.

TACA includes ACL, Hapag Lloyd, Mediterranean Shipping, AP Moller-Maersk Sealand, NYK Line, OOCL, and P&O Nedlloyd.

—SOURCE: *TrafficWorld*

### **Best Wishes for the Holidays and the New Year**

*from*

**Georgia Angell  
Randall Groger  
Jackie Agner  
Christiane Crown  
Michael Gilbert  
Jan Moore  
Michael Richardson  
Mario Rizzo  
Charles L. White  
and  
Alan F. Wohlstetter**

*of the Executive Committee*

*and from*

**Terry Head  
Bel Carrington  
Boris Populoh  
Jean Mathis  
and  
Jamila Kenney**

*of the Association Staff*



*A look at the people and events shaping HHGFAA member companies*

## APPOINTMENTS



**Esernia**



**Légaré**

**Dennis Esernia** has joined the **AE Worldwide** sales team as regional sales director. His sales efforts will be focused primarily in the Northeast corridor, but because of his extensive van line experience his talents will be utilized throughout the AE Worldwide marketplace.

Esernia brings over 20 years of experience in the household goods industry, having represented the corporate offices of Allied, Mayflower, and Atlas Van Lines. He is well-recognized and respected among van line agents throughout the country.

Esernia noted, “It is a natural for me to represent the quality-driven services of AE Worldwide, a leader in the third party service industry, to the mover agency base that I have cultivated relationships with over the past 20 years.”



Canadian **Denise Légaré** recently joined in **Trans-Link Relocation** in Thailand to take care of French-speaking communities.

Légaré, who studied business at HEC Montreal, expanded her understanding of international trade, foreign policy, international management and intercultural management, and had been traveling to many countries in Africa, Europe and Asia prior to joining Trans-Link Relocation.

In addition to her native French, she is also fluent in English and Spanish. She can be contacted via [denise@translink.co.th](mailto:denise@translink.co.th).



**Findlay International** in Mount Vernon, N.Y., has hired **Gethin Dalton** as director of sales development. Dalton brings over 30 years of successful experience in sales development for international relocation services.

Before joining Findlay, Dalton most recently served as vice president, sales and marketing, for another international agent. He has served on various international committee boards, as well as having been a frequent participant at FIDI, OMNI, LACMA, PIAMA, and HHGFAA conventions.

For more information, access [www.findlaymoving.com](http://www.findlaymoving.com).



**Brian Valentine** has been named chief operating officer, Continental US, for **Crown Relocations**. Valentine, who has been with Crown for over 16 years, most recently served as vice president of the company’s US Western Region.

Valentine has successfully managed multi-branch operations, first as country manager of Crown’s New Zealand operations and for the past 5 years in the Western Region of the United States.



Also at **Crown Relocations**, **Steve Marshall**, managing director, global mobility services-EMEA, who is based in Paris, will also head up Crown’s sales and account management efforts for relocation and moving services across Europe.

Marshall has over 16 years’ experience in the relocation industry and originally joined Crown in 2002. Along with his new duties he also leads, manages and develops Crown’s global mobility service centers in London, Paris, and Basel.

# EXPANSIONS

**Crown Relocations (www.crownrelo.com)** has opened a new removal and relocations facility in Port Elizabeth, South Africa. Port Elizabeth is the third largest seaport in South Africa and is in a prime location to support the southeast sections of the country, including East London, Grahamstown, George, and Knysna.

Crown Port Elizabeth will provide a wide range of services in this market including moving and storage services, preview trips, home and school search, settling-in, immigration and cross-cultural services.

**Marius Pienaar**, who has been named branch manager of the facility, said Crown Port Elizabeth will focus on establishing client relations with the corporate market sector as well as the private transferee market.



**Crown Relocations** also has opened a new office in Cairo, Egypt. The office is centrally located in Zamalek, Cairo, and is well placed to serve the business district of the city.

Crown Cairo will provide a wide range of services, including moving services, relocation management, logistics, and records management. The office and 650 square-meter warehouse are located in an industrial estate at Abou Rawash.

**Gilbert Zeind**, sales manager for Crown Egypt, will head up the new office in Cairo. Zeind has over 12 years of experience in the field of international moving and logistics services.

## ESP Introduces 'Home Paks'

ESP Packaging Solutions has introduced a new service to benefit the moving and storage industry. With more and more consumers electing to move themselves, not only does the mover lose the move, he also loses the sale of cartons and other packaging materials. ESP has developed a new program to help movers capture lost revenue.

Home Paks are modular kits of packaging materials that can be shipped directly to a customer's home. Currently, the five kits available are Basic Pak, Home and Bedroom Pak, Kitchen Pak, Office Pak, and Closet Pak. Each contains an assortment of cartons, tape, and cushioning materials.

The program works as follows:

- Based on knowledge of the customer's moving requirements, the mover's sales representative selects the combination of kits that best meets the customer's moving needs.
- The sales representative charges the customer retail price for the kits.
- The mover then places the order with ESP, which then ships the kits to the customer's home. Pricing includes 3-day surface shipping.
- ESP bills the mover for the kits at the wholesale pricing.
- The moving company captures lost revenue and gains another chance to win the customer's moving business without any additional expense in labor, equipment, or shipping.

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### IN MEMORIAM

A. J. George

A.J. George, managing director of Freight International, Inc., in Dubai, passed away on Sept. 11, 2004, in Houston, Texas. A memorial service was held at St. Gregorious Orthodox Church in Houston on Sept. 18.

Mr. George is survived by his wife, Sucky, and a son, Binay.



From left: Sandra Maier; Bonnie McElveen-Hunter, past Ambassador to Finland, currently first Women Chairman of the Board for the Red Cross; and Natalja Lattu, Ferry O/S, Estonia.



From left: The President of Latvia, Vaira Vike-Freiberga, Sandra Maier, and Natalja Lattu.

## Freight Forwarding Execs Attend Women's Summit in Riga, Latvia

*"This is the pro-American part of Europe. It's high time America's business community not only gets to know, but also begins to share in these fast growing economies, the ones that are firmly — and safely — in the European Union and NATO."*

—U.S. Ambassador to Latvia Brian E. Carlson

*"In the long run, business, trade, and commerce are not only about economic efficiency, but also about knitting our nations' ideals, ideas, and common values together, bringing prosperity and peace."*

—Former U.S. Ambassador to Finland  
Bonnie McElveen-Hunter

Why did 50 American women business leaders with \$108 billion in annual sales and 400,000 employees — including the chief strategy officer of Coors Beer; the woman responsible for an \$8 billion division of Microsoft who is former president of AT&T Wireless; the president of Campbell Soup — head for Riga, Latvia over the Labor Day weekend? And why did Sandra Rowe Maier, President of Jet Forwarding Inc, Torrance, Calif., join them?

The president of Latvia, Vaira Vike-Freiberga, welcomed 100 outstanding businesswomen — 50 from the United States and 50 from Latvia, Lithuania, Estonia, Finland, Russia, Ukraine and Belarus — for a three-day program featuring cross cultural seminars, business development workshops, and meetings with local business and government leaders. The host country rounded out the summit program with social occasions, including an opening reception at the U.S. embassy and events at two historic Latvian landmarks: Riga Castle and Rundale Palace.

The Riga Summit is a successor to the successful private-public business model created by the 2002 Helsinki Women Business Leaders Summit for the Baltic Sea Region. This economic development initiative, supported by the US Department of State, the White House, the US embassy in Latvia, and the president and government of Latvia, is designed to strengthen cross-cultural business skills and develop resources and relationships among participant countries. The summit program provides an opportunity for business leaders in similar industries on both sides of the Atlantic to exchange business best practices and develop mutually beneficial business partnerships to create cross-border economic growth. This model represents a unique approach to public-private partnerships.

"The Helsinki and Riga summits are key to establishing connections between U.S. and Baltic region businesses," said US Secretary of State Colin Powell. "Through person-to-person diplomacy, we hope to strengthen economies, increase opportunities for creating new jobs, and nurture long-term cross-border peace and prosperity."

Following the Riga portion of the summit, the businesswomen from northeastern Europe and the Baltic Rim (Latvia, Lithuania, Estonia, Finland, Russia, Ukraine, and Belarus) traveled to the United States in late November to visit their American partners' companies to experience the US business environment firsthand, meet potential business partners, and interact with local community leaders. Natalja Lattu, Director of Ferry I.N.S. OÜ in Estonia was expected to visit Sandra Rowe Maier of Manhattan Beach, Calif. This US phase of the summit also was to include a two-day global leadership development program at Georgetown University and meetings with senior U.S. administration officials and members of Congress December 1-3, 2004, in Washington, DC.

As was the case with the Helsinki Women Business Leaders Summit, the Riga Summit is expected to pay future dividends far greater than the investment, as the participants gain best practices, partners and resources for growth



and economic development. The program recognizes that no country today can prosper without successfully mobilizing 100 percent of its resources — both men and women!

In her keynote address opening the Riga Women Business Leaders Summit, Latvia's President Vaira Vike-Freiberga summarized the purpose of the summit. "I have no doubt that through this network, you will build your businesses, inspire other women, stimulate trade, and help our economies grow. And as our economies become more prosperous, you will create not only a better future for women, but also for all the inhabitants of our countries."

For additional information about the Riga Women Business Leaders Summit, please go to [www.rwbls2004.lv](http://www.rwbls2004.lv)



**Left: Monumental wooden statue of the Bodhisattva / Avalokitecvara dating from the 13th–14th centuries. Origin: China (Hunan).**



**Right: A complete set of samurai armour dating from the 18th century. Origin: Japan.**



**Ethnography Museum removal in Geneva, Switzerland, May 2003 to June 2004.**

## Pelichet Moves a Bit of History in Switzerland

Over a period of 13 months, Pelichet Natural Le Coultre SA handled the packing and the move of the Ethnography Museum in Geneva. Work started in May 2003 and terminated in June 2004.

This was a huge move as the museum had received many collections over the years and inventories had either never been established or were not available. This undertaking involved:

- 20 persons who were kept occupied full-time throughout the year to establish the inventories.
- 2 full-time photographers working full-time to photograph the various items.
- 83 full-time and part-time packers and movers.
- 61,792 items that were photographed, recorded and moved.
- 152 truckloads.
- 3,200 metres of bull-pack.
- 1,400 kilos of tissue paper.
- 66,500 litres of chips.
- 1,350 metres of moss.

The last item to be moved was the famous pirogue on June 12, 2004. The move of this sailing boathouse that once belonged to the Badjaos of the Philippines was accomplished in a procession, accompanied by the Afro-Uruguayan Dekeruza drums, a Bantu Folk International choir and other musical groups.

The Ethnography Museum, which was founded in 1901 by Eugène Pittard, was established to collect items that would give a clear indication of the civilization of ethnic groups throughout the ages and throughout the world. Visitors could see items used in strange rituals and ascertain the ignorance of distant populations. Later, others could see the essence of the culture of humanity and universality. But these items are not the proof of any reality or truth. Even if all the items are made of different materials, they are primarily social productions that reflect our interpretation of the world.

The whole move was organized by Roland Jousson, a veteran with more than 40 years of experience. It was supervised by André Walther of the Museum of Ethnology.

# Bonnors: Then and Now

Len Bonner founded Bonners Removals of Welling in 1929. Originally a family removal company serving the local community, Len Bonner operated with a total fleet of two horses and a cart!

Sixty years after it was founded, Bonners of Welling was purchased by Doree's Removals, along with Harrison, Lennon and Hoy, another family run business which had been set up over 60 years earlier. Doree's themselves had built up a strong business and reputation themselves over a period of almost 40 years.

In 1989 Doree Bonner International was born.

On Nov. 24, 1994, Geoff Watson and Gordon Lyall acquired the business and the Doree Bonner International Group was established. Celebrating its 10-year anniversary this year, Doree Bonner International has made some key acquisitions over the years making it among the 15 largest removers in the UK. The company has invested in small local companies with good reputations, and turned them into thriving businesses. The first acquisition was made in 1997, in Swindon with a satellite office in Bath. The following year Dymock's in Leighton Buzzard became part of the company, followed by Jordan and Jarrett of Canterbury in 1999. A couple of years later in 2001, two companies in High Wycombe were acquired — A&SG James, a very modern company, and Gardner's, which had been in operation since 1854.

Expansion in the north began for Doree Bonner International in 2002 with Express Removals in Glasgow, and then in 2003 Express Removals in Edinburgh.

Finally, in 2003, A&W Levett in Nottingham and in 2004 Richmann Ring in Kent became the latest additions to Doree Bonners expanding offering.

In June 2004, Doree Bonner International decided to keep it in the family and employed Len Bonner's grandson, Stephen Bonner, as international projects and development manager for the group of companies.

The company has come along way since 1929 — it has grown from a small local firm to a company that not only serves its local community but ships all over the world for both domestic and commercial removals. Staff are highly trained and the company continues to deliver the highest standards both at home and across the globe. They have built up



1929: Len Bonner with and cart in Spray Street.



1935: Len Bonner and colleague Ted Frank on a removal from Bexleyheath, taken just outside St. Austell in Cornwall, England.



1937 Bedford van: The body shown in this photo was originally on a 1930–31 Chevrolet. This remained in operation as a shop delivery vehicle until the late 1950s.



1953: The fleet on Bostall Heath. Some of the vans still had wartime radiators that had been supplied by the army. The 1939 Bedford van was commandeered during the war and used as a standby emergency ambulance as part of the war effort.



**Geoff and Gordon.**



network of highly regarded removal agents around the world which helps facilitate moves to and from any country.

Doree Bonner International is wholly owned by Kelerbay Ltd, and now employs 227 employees — a huge growth from 35 in 1994 — and operates from premises in Dartford in Kent. Since 1994 turnover has increased from £1400k the previous year to £10,500k 10 years later, with a fleet growing from seven vehicles to 75.

Long may its success continue! ■



**Does your company have a rich and interesting history? Send your story to The Portal, at HHGFAA, 2320 Mill Road, Alexandria, VA 22314. Please be sure to include a hard copy along with your electronic files. Accompanying photos MUST be on a CD-ROM. We cannot accept photos via e-mail.**



**Georgia Angell**  
President  
Dell Forwarding  
HHGFAA Chair

On behalf of the Household Goods Forwarders Association of America, Inc., I want to extend a warm welcome to those who are new to our organization.

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Website: www.alliedintl.de  
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E-mail: ken@relms.com  
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Sponsors: Grace International Removals,  
Australia  
Keys Bros, Australia

### Safepack Relocation International

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Karachi 74000, Pakistan  
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Fax: (92) 21 247 2427  
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Ocean Air International, Pakistan

### Swift Connections LLC

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Ruwi, Sultanate of Oman  
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Fax: (968) 773 2001  
E-mail: swift@omantel.net.om  
P.O.C: Sebastian Adrio Almeida  
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Worldwide Movers Uganda Ltd, Uganda

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E-mail: ti@tonginmv.co.kr  
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Sponsors: President Van Lines Ltd, Taiwan  
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Defense Transportation Regulations Part IV (replaces the PPTMR)	40.00	55.00
HHGFAA Freight Forwarders Tariff #4	15.00	
Rate Solicitation I-15 	45.00	60.00
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## NVOs Win FMC Approval for Confidential Contracts

Shippers hope a Federal Maritime Commission decision granting nonvessel operating common carriers the right to enter into confidential contracts brings them more competitive ocean shipping rates. The change is intended to put NVOs on a level playing field regarding contracting with liner companies.

A group of NVOs led by UPS sought the change in a July 2003 petition to the commission, arguing that times had changed since the Ocean Shipping Reform Act took effect in 1999. The law barred forwarders from entering confidential contracts, a benefit afforded to other ocean carriers.

But the lineup of petitioners — including FedEx Trade Networks, DHL Danzas Air and Ocean, C.H. Robinson and BAX Global, and BDP International — suggested the landscape of ocean forwarding and services is undergoing a dramatic change. The number of NVOs and the volume of freight they carry has grown, and the larger logistics operators that filed the petitions want to tie their ocean business to larger logistics services as part of bundled packages.

The five-member commission voted unanimously to make the change, saying it will allow NVOs to be more competitive. The NVOs had been carved out with separate provisions in OSRA to protect shippers from poorly financed operators that fill the world of waterborne trade. But shipper groups such as the National Industrial Transportation League joined the NVOs and even the liner companies that first opposed the move eventually signed on.

The World Shipping Council, which represents the major liner carriers, rescinded its opposition after the petitioners — with the backing of the NITL and the Transportation Intermediaries Association — brokered a compromise in August.

Before the agreement, confidential contracts for NVOs sharply split the shipping world. Opponents initially questioned whether the FMC had the authority to act under OSRA, a view that had some calling for a change in that crucial underpinning of American maritime law. The NVOs won support from the Justice Department and the Department of Transportation.

The petitioners sought relief from restrictions in the Ocean Shipping Reform Act that reserve service contracts for vessel operators, and require NVOs to maintain tariffs with the FMC. Commissioners voted to exempt NVOs that file contracts from the tariff-filing requirements of OSRA, but added some restrictions. First, NVOs will file rates and essential terms of “NVO Service Agreements,” or NSAs, through the same electronic system that ocean carriers use now. Second, an NVO may not enter a contract as both shipper and carrier. Co-loading NVOs are limited to using tariff rates, although the principal NVO in the transaction still may enter an NSA with the carrier. Chairman Steven R. Blust indicated that the FMC will expedite its rulemaking, and allow NVOs to begin filing contracts at the time the rule becomes final.

## Bush Signs Tonnage Tax Bill

When President Bush signed the American Jobs Creation Act of 2004, the bill contained a tax-relief measure for the US shipping industry. The law allows US-flag carriers to compute annual taxes based on the net tonnage of their fleet instead of annual income. US investments in foreign-flag fleets will be exempt from taxation until income is repatriated as dividends. The law also will dedicate merchandise-processing fees collected by Customs and Border Protection to computer modernization projects, particularly the Automated Commercial Environment.

# Transportation-Treasury Omnibus

**Outsourcing:** Succumbing to veto pressure from the White House, appropriators dropped language from the \$89.9 billion fiscal 2005 Transportation-Treasury spending bill that would have hamstrung the administration's effort to subject more federal jobs to privatization. Lawmakers who sought to restrict the jobs that could be privatized haggled with the White House for weeks over compromise language. But the final version of the measure, which has been included in an omnibus appropriations bill, maintains the status quo. The House and Senate Transportation-Treasury appropriations bills both contained language that would have barred the Office of Management and Budget (OMB) from enforcing a rule that allows the private sector to compete for an additional 425,000 federal jobs. In fiscal 2005 Defense Department spending bill. Language was included that allows privatization only for companies that can do a job \$10 million or 10 percent cheaper, whichever was lesser, providing that cost savings was not achieved by deleting employee health benefits.

The White House failed to persuade lawmakers to remove House-approved language that would prohibit the administration from giving Canadian and Mexican truckers extra time to bring fleets into compliance with US safety laws.

**Rail:** The Omnibus funds Amtrak at \$1.2 billion, slightly less than was enacted last year and \$300 million more than the House and President Bush wanted. The measure also would direct the Transportation Department and Amtrak to agree on a schedule for Amtrak to repay a \$100 million federal loan, which has been deferred for a number of years. If Amtrak and the department could not reach a deal in 60 days, the loan would come due.

Although Amtrak would be given more than many appropriators wanted, the funding comes with pages of strings attached, including a requirement for numerous detailed, regular financial reports to Congress.

The measure also would direct the department to implement a procedure for states to follow if they want to privatize portions of Amtrak's routes. The bill would allow up to \$2.5 million in Amtrak funding to be diverted to implement such a program.

**Aviation:** The Federal Aviation Administration would receive \$13.6 billion, \$335 million below the president's request and \$219 million less than enacted last year. Of those funds, the measure would allocate \$3.5 billion for airport improvement grants, \$52 million to keep airlines flying into small and rural airports that otherwise would be unprofitable to serve, and \$9.5 million to hire and train more air traffic controllers. The measure also would extend war risk insurance for an extra year.

Transit programs would receive \$7.7 billion, including \$1.4 billion to fund new transit projects. The measure provides \$35.5 billion for highways, \$1.9 billion more than Bush requested and the amount enacted last year.

## Freight Railroads Announce Pact

Norfolk Southern Railway, Canadian National Railway and Canadian Pacific Railway have reached a deal that would improve freight service between eastern Canada and the United States.

The deal would give Norfolk Southern and Canadian National a direct north-south routing over CPR's lines south of Montreal. That would cut about 330 miles and as much as two days off some 20,000 annual shipments into the United States, Norfolk Southern said in a statement.

"This is an important initiative that takes costs out of the rail industry by placing freight traffic on the most efficient routing without regard to ownership," said Rob Ritchie, CEO of CPR.

The deal is expected to be implemented on Nov. 19, the companies said.

—SOURCE: *Transport Topics*



# WEBSITES TO SEE

Here are a few Websites of interest to HHGFAA members. NOTE: All are preceded by **www**, and many are linked to the HHGFAA Website.

**IMPORTANT NOTE:** The Websites shown on this list include ONLY those companies whose ads appear in *The Portal* or the HHGFAA Annual Directory, or who sign up as sponsors for HHGFAA's Annual Meeting.

HHGFAA: [hhgfaa.org](http://hhgfaa.org)

7M Transport: [7m-transport.com](http://7m-transport.com)

A.Alternativa: [a-alternativa.com.br](http://a-alternativa.com.br)

Actus: [actus.biz](http://actus.biz)

AE Worldwide: [aenationwide.com](http://aenationwide.com)

AES Cargo: [aescargo.com](http://aescargo.com)

Air Animal: [airanimal.com](http://airanimal.com)

APA Worldwide: [apaworldwide.com](http://apaworldwide.com)

Arrowpak: [arrowpak.co.uk](http://arrowpak.co.uk)

Asian Tigers: [AsianTigersGroup.com](http://AsianTigersGroup.com)

Brazil Worldmover: [brazilmover.com](http://brazilmover.com)

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Crystal International: [crystalinternational.com](http://crystalinternational.com)

DeHaan Removals: [dehaan.nl](http://dehaan.nl)

DeWitt Trans. Services of Guam: [dewittguam.com](http://dewittguam.com)

Doree Bonner: [doreebonner.co.uk](http://doreebonner.co.uk)

Empresa de Transportes Galamas: [galamas.pt](http://galamas.pt)

EUROUSA: [the-eurogroup.com](http://the-eurogroup.com)

Executive Insurance Services: [execinsurance.net](http://execinsurance.net)

Executive Moving Systems: [thebestmove.com](http://thebestmove.com)

Forearm Forklift: [forearmforklift.com](http://forearmforklift.com)

Freight Int'l: [freightinternational.com](http://freightinternational.com)

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MoveMagic: [movemagic.com](http://movemagic.com)

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Mudanzas Traffimar: [mudanzastraffimar.com.mx](http://mudanzastraffimar.com.mx)

National Van Lines: [nationalintl.com](http://nationalintl.com)

NEER Service: [neerservice.com](http://neerservice.com) or [neerservice.fr](http://neerservice.fr)

New Haven Moving Equip.: [newhaven-usa.com](http://newhaven-usa.com)

Orbit M&S: [orbit-kazoulis.com](http://orbit-kazoulis.com)

Orient Pacific Int'l: [opimovers.com.tw](http://opimovers.com.tw)

Outaouais Moving: [outaouaismoving.com](http://outaouaismoving.com)

P.M. Packers & Movers: [packersindia.com](http://packersindia.com)

Pac Global Ins. Brokerage: [pacglobalins.com](http://pacglobalins.com)

Phoenix Transport Services: [phoenix-transport.de](http://phoenix-transport.de)

Planes Inc. [planesmoving.com](http://planesmoving.com)

Raffles Movers Int'l: [rafmover.com.sg](http://rafmover.com.sg)

Rhema Movers: [rhemamovers.com.sg](http://rhemamovers.com.sg)

Santa Fe: [santaferelo.com](http://santaferelo.com)

Schenker Stinnes Logistics: [schenker.bg](http://schenker.bg)

SEM Movers: [sem-movers.com](http://sem-movers.com)

SIT Transportes Internacionales: [sit-spain.com](http://sit-spain.com)

Sterling Int'l Movers (UK): [sterlingmovers.com](http://sterlingmovers.com)

TechMate: [TechMateIntl.com](http://TechMateIntl.com)

TG International: [tginternational.com](http://tginternational.com)

The eXternal Revenue Svce. of The Day

Companies: [xrsnet.com](http://xrsnet.com)

The Guardian Svcs Group: [guardianservices.com](http://guardianservices.com)

Tower Movers: [towermovers.com](http://towermovers.com)

Transmove: [trans-move.com](http://trans-move.com)

Trans Movers Worldwide: [centrin.net.id/tranmove](http://centrin.net.id/tranmove)

Transcontainer: [transcontainer-group.com](http://transcontainer-group.com)

Trans-Link Express: [translink.co.th](http://translink.co.th)

Transpack Packing & Frt. Fwd: [Transpack.com.pk](http://Transpack.com.pk)

Transworld Int'l Movers Brazil:

[transworldmovers.com.br](http://transworldmovers.com.br)

Tumi Int'l Movers: [tumimovers.com](http://tumimovers.com)

UPM Int'l: [upm.com.pk](http://upm.com.pk)

Veron Grauer: [veron-grauer.ch](http://veron-grauer.ch)

Welti-Furrer: [welti-furrer.ch](http://welti-furrer.ch)

Worldmover/Brazil: [brazilmover.com](http://brazilmover.com)

YP-35: [yp-35.org](http://yp-35.org)

Zuhal: [zuhalshipping.com](http://zuhalshipping.com)

## IMPORTANT NEW INFORMATION CONCERNING PORTAL Advertising Rates and Dimensions

**Full Page**           \$ 2,550  
7-1/2" wide x 10" high

**1/2 Page**           \$ 1,350

- Horizontal format:           7-1/2" wide x 5" high
- Vertical format:           3-3/4" wide x 10" high

**1/3 Page**           \$ 950

- Horizontal format:           7-1/2" wide x 3-1/4" high
- Vertical format:           2-1/2" wide x 10" high
- Box format           4-1/2" wide x 5" high

**1/4 Page**           \$ 700

- Horizontal format:           4-1/2" wide x 3-3/4" high
- Vertical format:           3-3/4" wide x 5" high

**1/6 Page**           \$ 425

- Horizontal format:           4-1/2" wide x 2-1/2" high
- Vertical format:           2-1/4" wide x 3" high

**1/8 Page**           \$ 350

- Horizontal format only:           3-3/4" wide x 2-1/2" high

NOTE: Prices shown are the **total cost** for one year (six issues). For 2-color ad (black and burgundy or black and reflex blue only), add 10%. For 4-color ad (separations or electronic files must be supplied), add 25%.

**Deadlines to receive new artwork:**

January/February 2005 Issue ..... January 20, 2005  
 March/April Issue ..... March 15, 2005  
 May/June Issue ..... May 20, 2005  
 July/August Issue ..... July 15, 2005  
**September/October Issue ..... September 11, 2005**  
**(ANNUAL MEETING ISSUE)**  
 November/December Issue ..... November 10, 2005

### IMPORTANT NOTICE ABOUT ELECTRONIC ADS

**The Portal** now accepts computer-generated files, graphics, and ads supplied on PC- or Mac-compatible floppy or Zip disks or CD-ROMs. **DO NOT SEND ADS BY E-MAIL.**

When providing electronically-generated advertisements, your disk **MUST** be accompanied by a printout showing what the ad should look like. **HHGFAA will not accept disks that arrive without a hard copy proof.**

In addition, advertisers must provide the following information along with the disk. Please use this checklist to ensure that you send everything that will be needed to accurately place your ad:

- Disk with ad (floppy, Zip, or CD-ROM)
- Printout or hard copy proof
- 4-color      2-color      black-and-white
- Note format:      PC      Mac
- Note program used to create the ad
  - Quark: specify version \_\_\_\_\_
  - PageMaker: specify version \_\_\_\_\_
  - Corel: specify version \_\_\_\_\_
  - Illustrator: specify version \_\_\_\_\_
  - Other (specify): \_\_\_\_\_

PLEASE NOTE: **We do not accept ads created in Publisher.**



**For further information about Portal display advertising or classified ads,  
contact Belvian Carrington at HHGFAA:**  
 2320 Mill Road, Suite 102 • Alexandria, VA 22314  
 Phone: (703) 684-3780 • Fax: (703) 684-3784 • E-mail: [bel.carrington@hhgfaa.org](mailto:bel.carrington@hhgfaa.org)

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# Industry Calendar

**Jan. 24–27, 2005**

SDDC/Pacific 2005 Personal Property and  
Passenger Training Workshop  
Honolulu, Hawaii

**Feb. 22–25, 2005**

GSA HHG and Freight Forum  
Philadelphia, Pennsylvania

**March 6–9, 2005**

LACMA Convention  
Santo Domingo, Dominican Republic

**March 16–17, 2005**

M/I Personal Property & Claims Symposium  
Alexandria, Virginia

**April 17–20, 2005**

SDDC Europe Workshop  
Willingen, Germany

**April 21–25, 2005**

AMSA Annual Convention & Trade Show  
Grapevine (Dallas), Texas

**April 25–28, 2005**

SDDC-HQ Symposium  
Nashville, Tennessee

**May 1–5, 2005**

FIDI Conference  
Cairo, Egypt

**May 3–5, 2005**

GSA Expo  
San Diego, California

**May 3–5, 2005**

US Bank/PowerTrack Conference  
San Diego, California

**Sept. 10–14, 2005**

NDTA Forum 2005  
San Diego, California

**Sept. 11–25, 2005**

FIATA World Congress  
Moscow, Russia

**Oct. 22–25, 2005**

HHGFAA 43rd Annual Meeting  
Washington, DC

**Oct. 9–12, 2006**

HHGFAA 44th Annual Meeting  
San Francisco, California

**Oct. 14–17, 2007**

HHGFAA 45th Annual Meeting  
New York, New York